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PRESS RELEASE

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Sun City West Library to offer curbside pickup

The R.H. Johnson Library will offer curbside pickup for items on hold beginning Tuesday, May 19, and will be available from 8 to 11 a.m. Tuesday through Saturday.

Here is what residents need to know to participate in curbside pickup at the Library:

Who can pick up my items?

Anyone may pick up your items, **but they must present your rec card.** Staff will not release items to those without a rec card.

How do I reserve items?

You can reserve most titles online or over the phone. Requests are limited to five items per customer at a time. There is no fee for this service.

What if I have items on hold but do not feel comfortable using the curbside service?

Your name will stay on the hold list but if after three days from when we call to let you know your hold is available we will check the item out to the next person on the hold list and move your name down so when we open the library you will be first on the hold list.

What if I no longer want to check out the items I have on hold?

Please call 623-544-6130 and we can remove the item from your hold or you can do remove your hold online at catalog.scwlibrary.com.

How does curbside pickup work?

1. Reserve items at catalog.scwlibrary.com or by calling 623-544-6130.
2. Once items become available the resident will be notified. That person then may pick them up **only during Curbside hours**. You do not need to call ahead or book an appointment.
3. When arriving, follow the posted signs to find the designated parking area at the main entrance to the library.
4. **STAY IN YOUR CAR** and one of our staff members will approach your window from a safe distance to ask you for your rec card number.
5. When they return with your items, please open the back of your vehicle so the staff member may safely place your items inside.

When are my items due?

The R.H. Johnson Library has postponed all late fines until a week after the library reopens.

Where do I return items?

You may only return items via the drop boxes, which have 24-hour access. All items will be placed in quarantine for 72 hours before being placed back on shelves. Please allow 72 hours before your account will show your items as returned.

I returned my items, but my account says they are not checked back in yet.

To ensure the safety of our staff and customers, we are placing all returned items into quarantine for 72 hours before checking those items in. Your items should be marked returned shortly after that period.

What are the safety precautions your staff is taking?

All staff members are required to wear a face mask when interacting with the public, and will practice social distancing from other staff members and members of the public during the curbside service. All items checked back into R.H. Johnson Library during this time will be placed in a 72-hour quarantine before being placed back on shelves.